



## Membership Protocol / Process

### **New Member Registration**

- New Members register via a paper Membership Registration Form, or through the on-line Registration Form.
- New Members using the paper Registration Form send a check with their form to the NYSARH Administrative Office (1 Main Street, Suite 102, Canton, NY 13617).
- New Members using the on-line form have three options for payment:
  - ✓ Check
  - ✓ PO
  - ✓ Paypal
- For those individuals choosing Check or PO for payment, an invoice is generated by the website to accompany their payment. This invoice outlines their Membership type.
- On the Administrative Team end, Christa Parish monitors when these payments come in and follows up with organizations and individuals who do not send payments in a timely manner.
- For those individuals who use Paypal, they are directed to the NYSARH Paypal site to process a payment the same day as registering a new member.

### **Membership Renewals**

- The Membership Portal is currently set up to send reminders to current Members about Membership renewal:
  - ✓ 1 month before expiration
  - ✓ 1 week before expiration
  - ✓ 1 day before expiration
  - ✓ Day of expiration
  - ✓ Day after expiration
  - ✓ 7 days after expiration
- This reminder message directs Members to the Membership Renewal page to follow the same process as above, after using their user log in.
- If users forget their passwords, the portal provides an option to reset their password.
- Christa monitors renewals on the back end. Once a Member has received their one month and 1 week messages from the portal, she reaches out directly to the Member via the [info@nysarh.org](mailto:info@nysarh.org) email or by phone to make sure they have received the renewal email from the Membership Portal. If it went to the Member's junk mail, she sends a direct link to the Renewal Page to their email and follows up if a Membership renewal doesn't come through.